Enterprise IT Management

Team Roster

Denise Hill	Andrew Boots	Kathyrn Pirnia
James Greene	Christine Williams	Hung Nguyen
Vincent Ferrer	Mone't Peterson-Cox	Robert Ingwalson
Robert Clayton	Reza Sahami	Sheree McGriff
Ganesh Reddy	Bill Bush	David Elliott

Performance Score

FSA Enterprise

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	$20.14	$19.57				$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	**ACSI** *Enterprise Score*	**72.9**	**74.2**			
	Other survey					
EMPLOYEE SATISFACTION		**3.02**	**3.39**			
UNIT COST TARGET (Budgeted)	**Your Portion**		**$0.05**		**$0.04**	
	Other					

Contributions   Status

Develop IT policies and procedures manual including software engineering
standards and security policies for use in the dev. of modernized systems.   Also
increase cus. sat. by assisting systems owners in responding to security requirements.   FY2002

Implement Data Warehousing for the Delinquency Loan Mart, CFO Data Mart,   Complete

and FP Data Mart on-time and under budget.   FY02

Reduce unit cost by developing Integrated Technical Architecture to support the IFAP
Redesign, FASFA, and other modernized applications with an FY02 release date.   FY2002

Red. unit cost by implementing middleware to connect DLSS, CPS, NSLDS, SAIG,   Complete
PEPS, FMS, eCBS, eMPN, LO Web Server, and the P-Note Imaging System   FY02

Develop a Consistent Data Roadmap and Enterprise Consistent Data strategy (CS)   On-going